

Elaine

Case Manager

Prior to working in case management, I have been employed by multiple statutory and NHS services supporting clients with mental health issues and brain injury in a range of settings including the community. For 16 years I have worked as a senior mental health nurse in a high security prison, responsible for the primary care section of the integrated mental health team and the management of the triage assessment system ensuring that all referrals are completed in a timely manner, in accordance with NICE guidelines.

I am competent in undertaking assessments and providing an evaluation of patient's mental health needs utilising relevant documentation and clinical tools. I frequently deliver evidenced based care according to care plans and treatment regime. Many individuals with significant mental health issues are a direct result of trauma including ABI and TBI, I am therefore familiar with assessing clients with dual diagnosis and recognising the signs and symptoms of both mental health needs and brain injury. I am experienced in referring clients to appropriate services required to meet their needs, working as part of a collaborative Multi-disciplinary Team with a timely approach to the client's needs to ensure client goals are met.

During many years in my nursing career I have built extensive experience in evaluating risk and completing comprehensive risk assessments for high risk clients with complex mental health disorders, history of offending, challenging behaviour, self-harming/injurious behaviours, substance misuse and suicide to provide rapid assessment in order to maintain client safety, reduce distress and formulate a crisis management plan. I am confident in assessing their needs, recommending appropriate treatment plans, and working together with a multi-agency approach.

I am experienced in the delivery of evidenced based short-term interventions namely Cognitive Behaviour Therapy (CBT) in accordance with NICE guidelines. CBT is a structured approach to treatment and maintains professional boundaries which aims to keep the individual engaged

to promote rehabilitation. This has enabled me to develop excellent interpersonal skills and communication skills both written and in verbal communication should a difficult situation arise where an individual is emotional or distressed. I have the ability to adapt to challenging and changing circumstances that can occur through managing complex cases and make necessary clinical decisions.

Throughout my career, I have managed complex caseloads, and I am able to provide detailed and comprehensive reports which are client centred and draw upon creative ways to meet the client's needs in order to enable progression and promote meaningful, well monitored rehabilitation.

Examples of some of my current case load include:

- Working with a 64-year-old female who has an acquired brain injury. Building a strong professional relationship working collaboratively with the client, therapy team, support and care teams. Liaison with professionals, including local authority, adult social care and finance deputy in relation to rehabilitation goals, concerns and exploring funding options. Support with property identification, adaptations and relocation and ongoing liaison with architect and builders. Identification of appropriate support following several hospital admittances/diagnoses. Organisation of relevant increases/decrease in support as and when needed, working collaboratively to ensure managed safely and effectively. Managing complex and

challenging behaviours, fluctuating mood signposting and identification of suitable therapeutic intervention.

- Working with a 61-year-old male who has an acquired brain injury, poor mobility, and lack of cognitive skills/awareness. Identification and instruction of a private

Physiotherapist and support to achieve the therapy goals. Identification of the client's personal goals using motivational interviewing techniques, encouraging new interests and removal of client barriers associated with the brain injury or mobility. Coordinating GP and hospital appointments and supporting the client with any correspondence completion. Supporting the client with new diagnosis of sleep apnoea and implementation of relevant support, resources and strategies for better sleep hygiene.

- Working with an 8-year-old boy who experienced a Hypoxic Ischemic Encephalopathy (HIE) at birth. Cerebral Palsy, spastic and dyskinetic affecting all four limbs and epilepsy with client requiring support 24/7 for daily living and personal care. Working collaboratively with a multidisciplinary team and implementing care plans, support plans and risk assessment and completing CQC documentation home/safety and environmental checklists. Liaising with family regarding support package and equipment concerns requirement and carrying out observations. Assisted with the recruitment and implementation of a rehabilitation support worker and teaching assistant, both with paediatric nursing experience. Regular liaison with Continuing Health Care and working collaboratively sharing information and recommendations to support with the EHCP: Education Health Care Plan.
- Working with a 37-year-old male with an acquired brain injury and mobility difficulties. Working collaboratively with the professionals involved to identify goals and strategies following discharge from in-patient rehabilitation into the client's own home. Management of transition from care to independent living and promoting independent living skills. Recruitment and implementation of personal assistant support package. Instrumental in the management of behavioural changes/impact associated to discharge resulting in liaison with local authority support team and deputy highlighting concerns around risk. Implementation of risk assessments to manage/mitigate the risks identified to the client/support team that were associated to these behaviours and those involved. Liaison with safeguarding and identification of social worker to support the client with statutory services requests, ensuring all needs met.

Most Recent Related Training

- Principles of Cognitive Behaviour Therapy
- Autism Assessment
- Safeguarding adults
- Safeguarding children
- Managing conflict resolution
- Managing conditioning and compromise
- Learning disability assessment
- Royal College of General Practitioners - managing substance misuse
- Improving access to psychological therapy service delivery (IAPT)

Achievements

- BSc Hons Psychology Degree (2:1)
- Access to Higher Education Diploma
- NCFE Level 2 in Equality and Diversity

- NCFE Level 2 in Counselling Skills
- ILM Leadership and Management Level 5